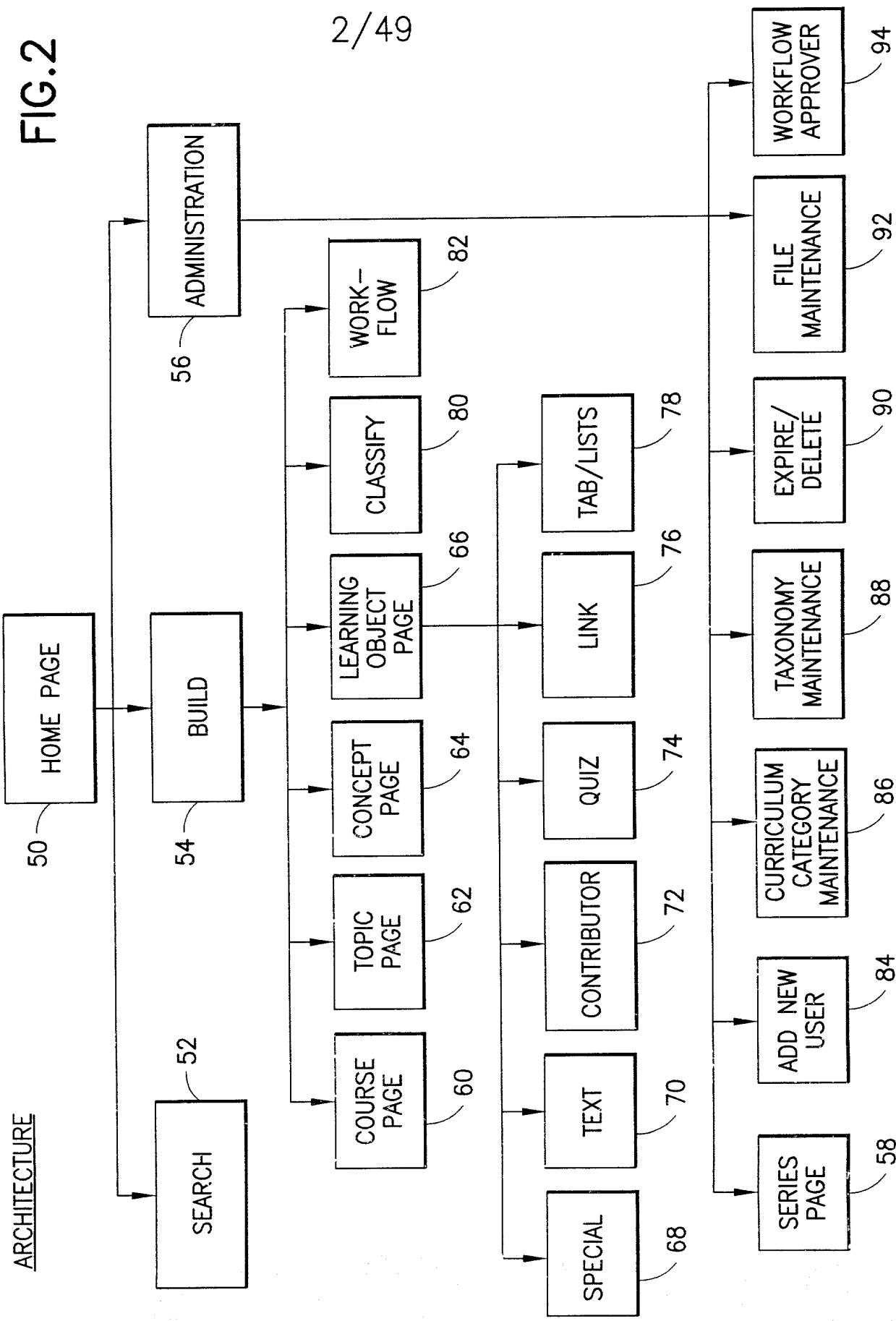


FIG. 1

ARCHITECTURE

FIG.2



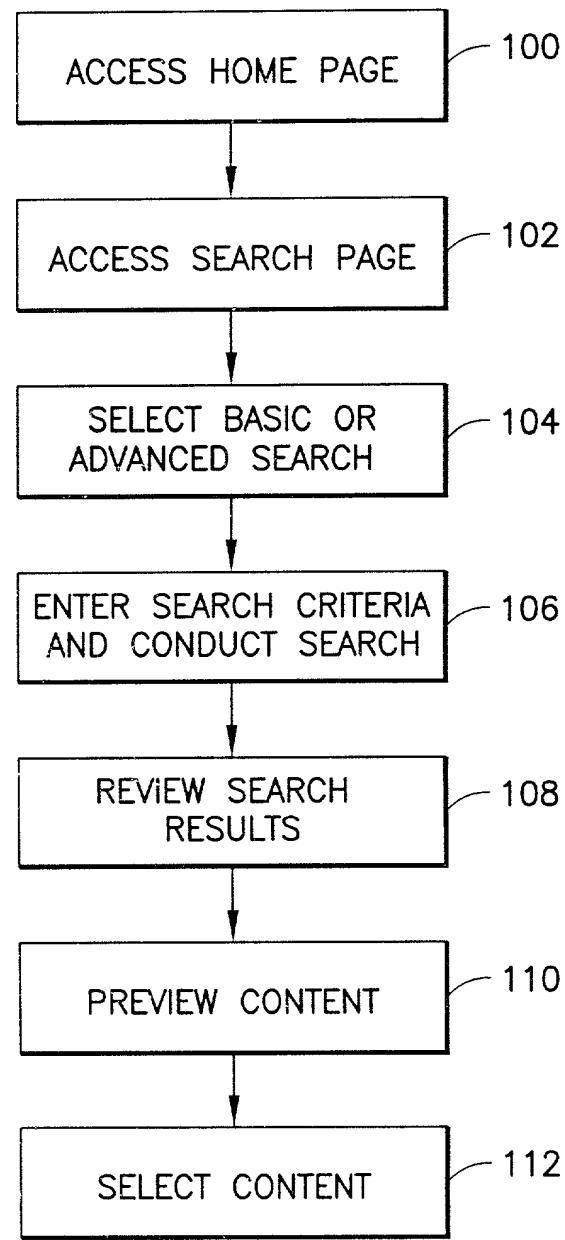


FIG.3

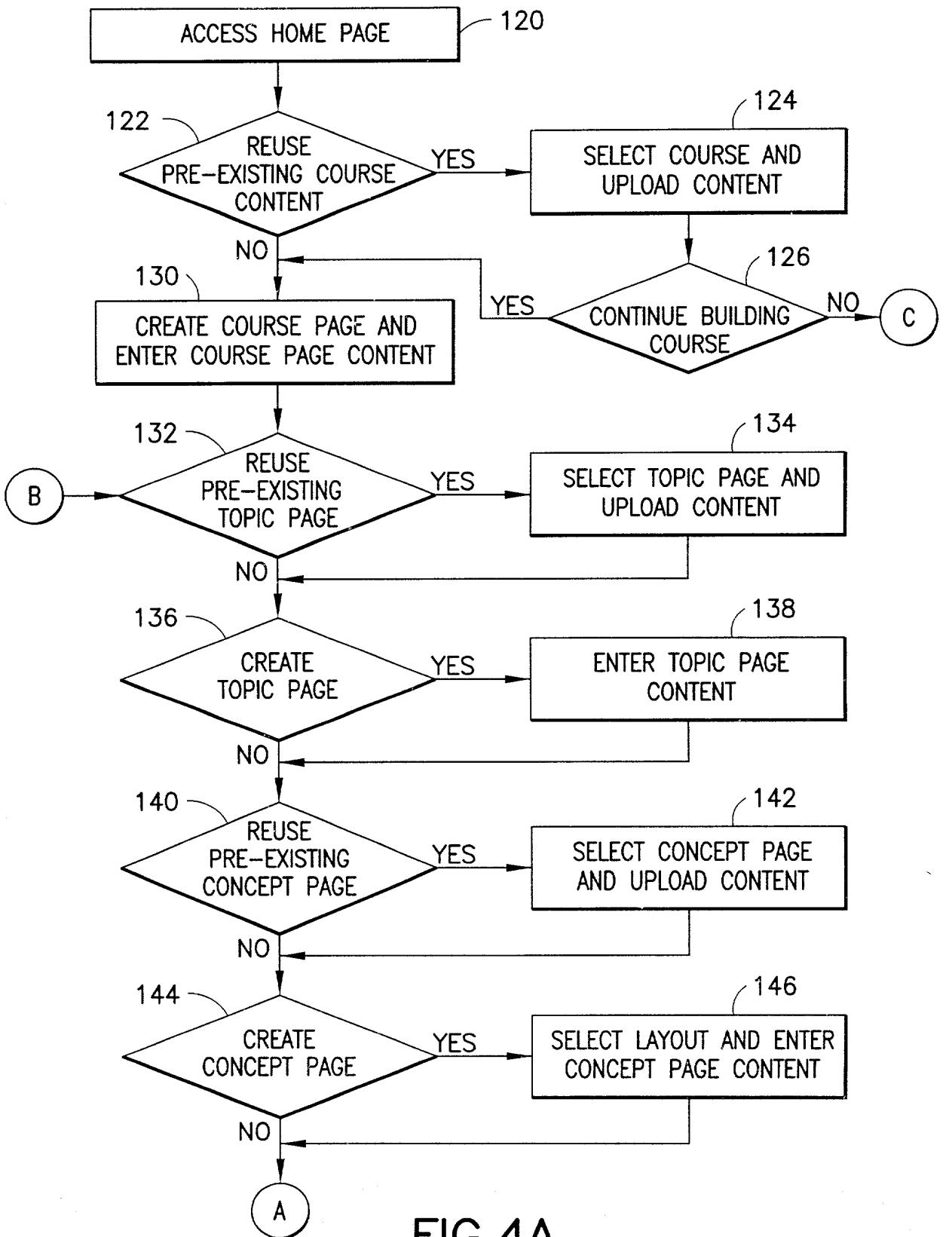


FIG.4A

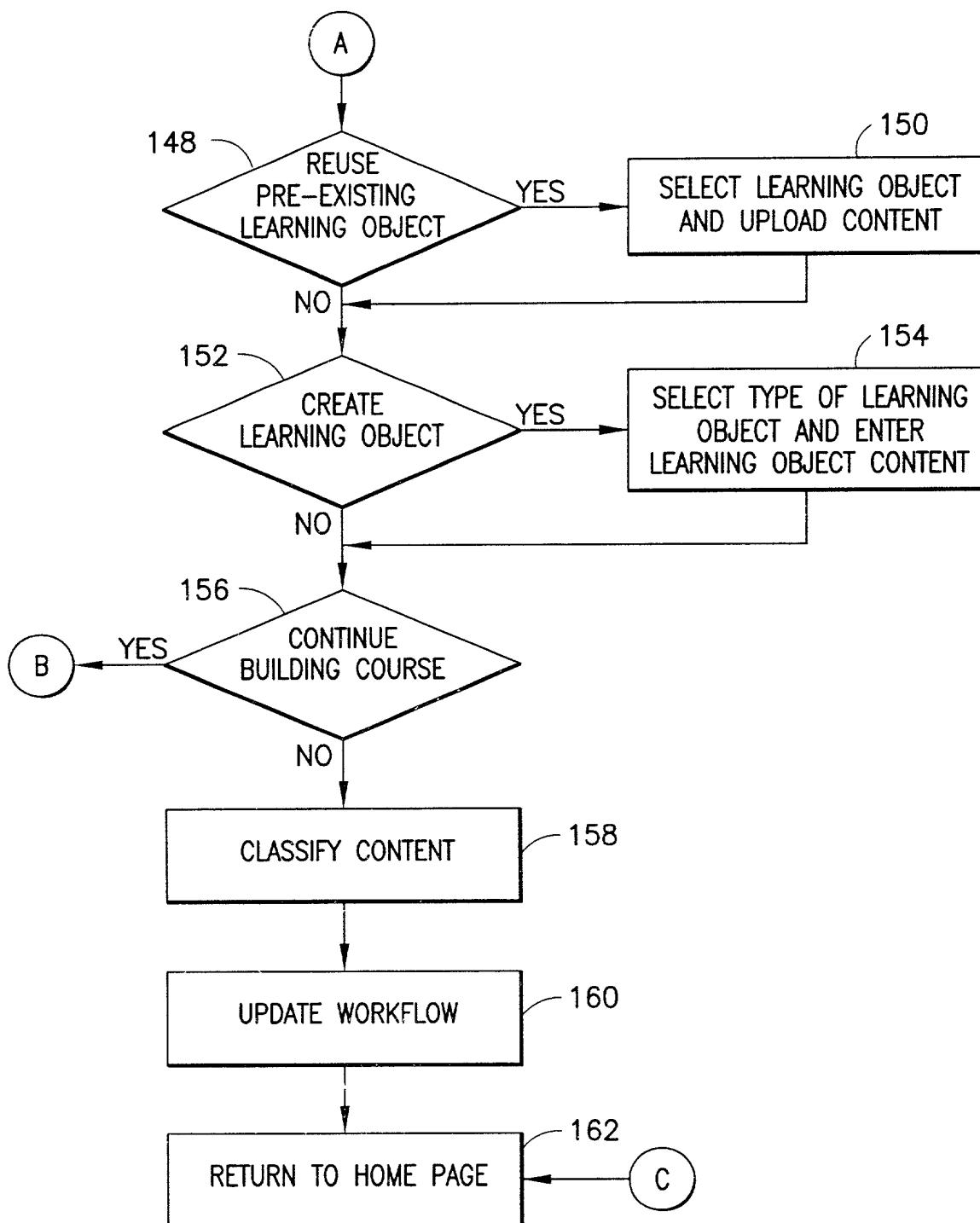


FIG.4B

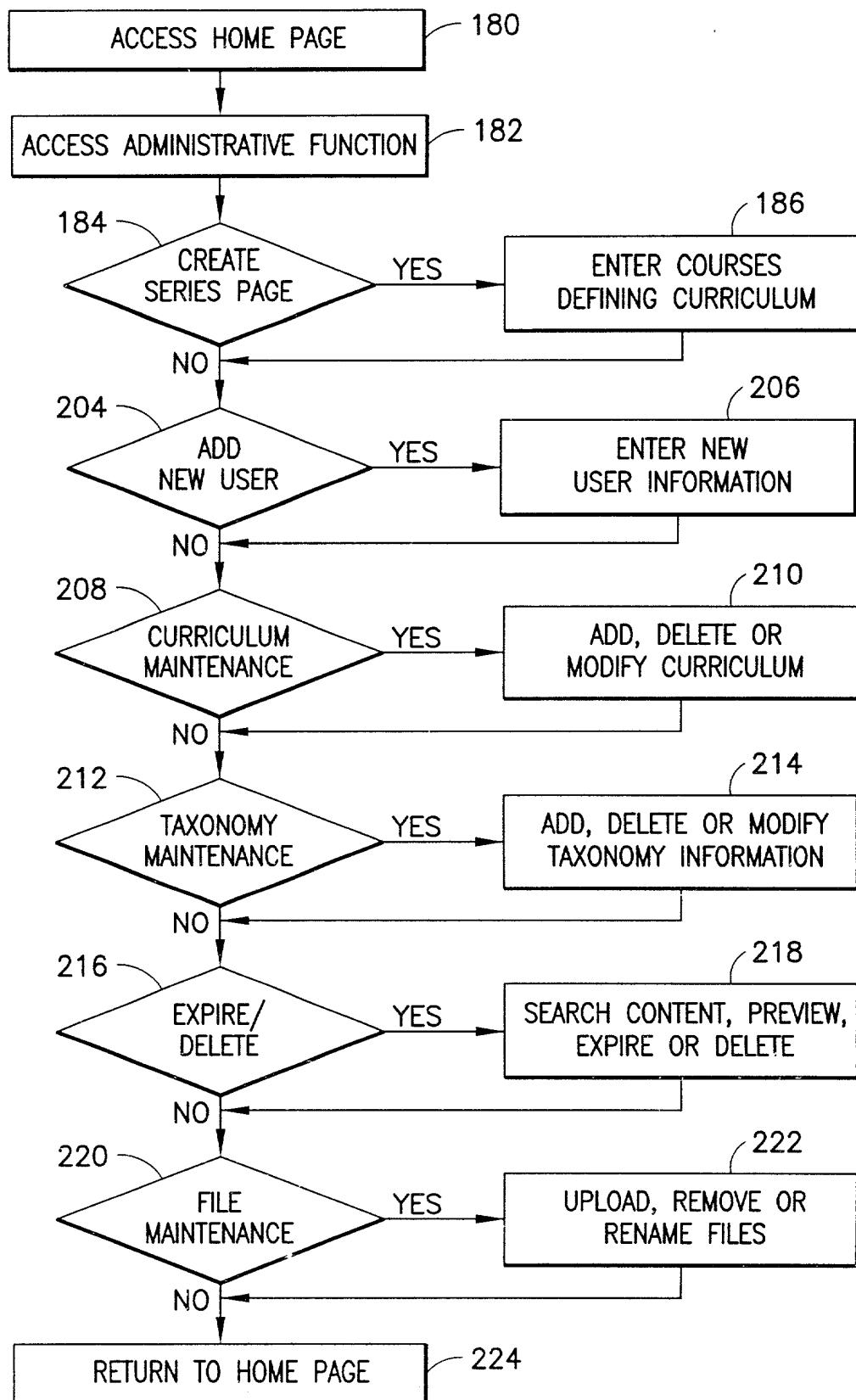


FIG.5

7 / 49

Learning Network Content Management System - Microsoft Internet Explorer					
Home		Search		Log Out	
Users	Curriculum	Taxonomy	Search/Expire	Files	
850 Name: Marc Faulk	854	856	858		
Role: Author					
Curriculum: FA					
Business Unit: USPC	526	508	514	506	510
Create New Content	502	504	508	514	516
Title	Type	Modified	Workflow	Create By	Modified By
	Course	All ▶	All ▶	All ▶	All ▶
Holland Test Course	Course	7/26/01	Development	Christophor Holland	Christophor Holland
7-26 check	Course	7/26/01	Development	Elizabeth Moriarty	Elizabeth Moriarty
Designation and Titles	Course	7/26/01	Development	Lauren Cottrell	Christophor Holland
Reading Room	Course	7/26/01	Development	Lauren Cottrell	Lauren Cottrell

FIG. 6A
FIG. 6B

FIG. 6A

8 / 49

<u>DELETE</u>	<u>Service Conversations</u>	<u>Course</u>	<u>7/25/01</u>	<u>Development</u>	<u>ROSANNA NINNES</u>	<u>ROSANNA NINNES</u>	<u>1/21/02</u>	<u>View</u>	<u>Comments</u>
<u>DELETE</u>	<u>Service Conversations</u>	<u>Course</u>	<u>7/25/01</u>	<u>Development</u>	<u>ROSANNA NINNES</u>	<u>ROSANNA NINNES</u>	<u>1/21/02</u>	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u>	<u>Course</u>	<u>7/25/01</u>	<u>Development</u>	<u>Marc Faulk</u>	<u>Marc Faulk</u>	<u>Marc Faulk</u>	<u>10/28/01</u>	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u>	<u>Course</u>	<u>7/25/01</u>	<u>Producer QA</u>	<u>KAREN A MNEO</u>	<u>KAREN A MNEO</u>	<u>KAREN A MNEO</u>	<u>1/21/02</u>	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u>	<u>Course</u>	<u>7/25/01</u>	<u>Producer QA</u>	<u>REBECCA ADE</u>	<u>REBECCA ADE</u>	<u>REBECCA ADE</u>	<u>1/21/02</u>	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u>	<u>Course</u>	<u>7/25/01</u>	<u>Producer QA</u>	<u>KAREN G VANHOY</u>	<u>KAREN G VANHOY</u>	<u>KAREN G VANHOY</u>	<u>1/21/02</u>	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u>	<u>Course</u>	<u>7/25/01</u>	<u>Development</u>	<u>SUSAN ROGERS</u>	<u>SUSAN ROGERS</u>	<u>SUSAN ROGERS</u>	<u>1/21/02</u>	<u>View</u>	<u>Comments</u>
<input type="checkbox"/> Local Internet									

FIG. 6B

530

Learning Network Content Management System - Microsoft Internet Explorer

Log Out

User	Curriculum	Search	Taxonomy	Search/Expire	Files
------	------------	--------	----------	---------------	-------

SEARCH Basic 542

Content Name:	<input type="text"/>
Search Keyword:	<input type="text"/>
Date Range:	<input checked="" type="radio"/> Last 30 days <input type="radio"/> From: <input type="text" value="6"/> <input type="button" value="▼"/> / <input type="text" value="30"/> <input type="button" value="▼"/> / <input type="text" value="2001"/>
Business unit:	<input type="text" value="536"/> <input type="button" value="540"/>
Authors:	<input type="text" value="538"/> <input type="checkbox"/> All <input type="checkbox"/> ANN M PISCETELLI <input type="checkbox"/> BRIDGET LYNCH <input type="checkbox"/> CAROLYN E LACH <input type="checkbox"/> Chris Gretton <input type="checkbox"/> CHRISTOPHER JAEGER <input type="checkbox"/> Christopher Holland <input type="button" value="▼"/>
All	<input type="checkbox"/>
USPC	

Results Per Page: 558

Quick Search

Results Preferences
 Save Preferences
 Restore Default

Done Local Internet

FIG.7A

532

Users	Curriculum	Taxonomy	Search/Expire	Files
Home	Search			

Content Level

<input checked="" type="checkbox"/> All Levels	<input type="checkbox"/> Learning Object (All)
<input type="checkbox"/> Series	<input type="checkbox"/> Text
<input type="checkbox"/> Course	<input type="checkbox"/> Contributor
<input type="checkbox"/> Topic	First Name: <input type="text"/>
<input type="checkbox"/> Concept Page	Last Name: <input type="text"/>
	<input type="checkbox"/> Quiz
	<input type="checkbox"/> Link
	<input type="checkbox"/> Tabs/Lists
	<input type="checkbox"/> Special
	<input type="checkbox"/> Include context objects

Select Curriculum Taxonomy: ▾
Select Subject Area Below

FIG. 7B-1
FIG. 7B-2

FIG. 7B-1

FIG. 7B

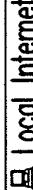
<input checked="" type="checkbox"/> Select all subject area				
548	<input checked="" type="checkbox"/> 550	<input checked="" type="checkbox"/> 552	554	<input checked="" type="checkbox"/> 556
Competency Level	Delivery Type	Instructional Source	Region/Country	
<input checked="" type="checkbox"/> All <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced	<input checked="" type="checkbox"/> All <input type="checkbox"/> Web-based <input type="checkbox"/> CD-ROM <input type="checkbox"/> Video-Tape <input type="checkbox"/> Virtual <input type="checkbox"/> Classroom <input type="checkbox"/> Print	<input checked="" type="checkbox"/> All <input type="checkbox"/> Activity <input type="checkbox"/>	<input checked="" type="checkbox"/> All <input type="checkbox"/> Internal <input type="checkbox"/> External	<input checked="" type="checkbox"/> All <input type="checkbox"/> USA <input type="checkbox"/> International
Advanced Search				
558				
Done				
				

FIG. 7B-2

12 / 49

562

SEARCH RESULTS

<< Return to Search

564 Results Returned: 1351 (566 (570) Results : 1-10) 572 574 Next 10 Results >>

Name	Type	Business Unit	Author	Status	View Content	Comments	Open
"G. Ronald Smith"	Learning Object		GAYLE M WALDON	Development	<u>Preview</u>	None	<u>Open</u> 576
...	Topic		Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>
...	Concept Page		Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>

FIG. 7C-1

FIG. 7C-2

FIG. 7C-1

FIG. 7C

13 / 49

... - Tabs	Learning Object	Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>
... - Text	Learning Object	Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>
///	Course	Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>
401(k) Plans-Text	Learning Object	Jim Vernon	Development	<u>Preview</u>	None	<u>Open</u>
401(k) Plans-Text	Learning Object	Kevin Mills	Development	<u>Preview</u>	None	<u>Open</u>
403 (b)	Learning Object	HELEN N OBAZE	Development	<u>Preview</u>	None	<u>Open</u>
403 (b)	Concept Page	Dave Gardea	Development	<u>Preview</u>	None	<u>Open</u>
Results Returned: 1351		Results : 1-10		Next 10 Results >>		
<input type="checkbox"/> Done		<input checked="" type="checkbox"/> Local Internet				

FIG.7C-2

580 ↗

Preview:



At! Text:

Description:

Save

Images
 Learning Objects
 Bid Object
John Jones
 Joe Jones

Files
 PDFs
 PDF File 1
 PDF File 2

582 ↗ Select

Upload File

Send Request

FIG.8

15 / 49

Learning Network Content Management System - Web Page Dialog

Background Details:	Course1
Course Name:	Course1
Maintenance Date:	1/26/02 3:07:57 PM
Keywords:	604
<input type="checkbox"/> Threaded Discussion <input checked="" type="checkbox"/> Placeware Course <input checked="" type="checkbox"/> Course Evaluation Course Display: <input type="checkbox"/> <input checked="" type="checkbox"/>	
Start Date: <input type="checkbox"/> <input checked="" type="checkbox"/> / <input type="checkbox"/> <input checked="" type="checkbox"/> / <input type="checkbox"/> 2001 <input type="checkbox"/> End Date: <input type="checkbox"/> <input checked="" type="checkbox"/> / <input type="checkbox"/> <input checked="" type="checkbox"/> / <input type="checkbox"/> 2001 <input type="checkbox"/>	
What's New/Series Description:	
<input type="button" value="Add Keywords"/> <input type="button" value="Cancel"/> <input type="button" value="Done"/>	

FIG.9

606

608

Click here to view administrative information

600

602

604

606

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620

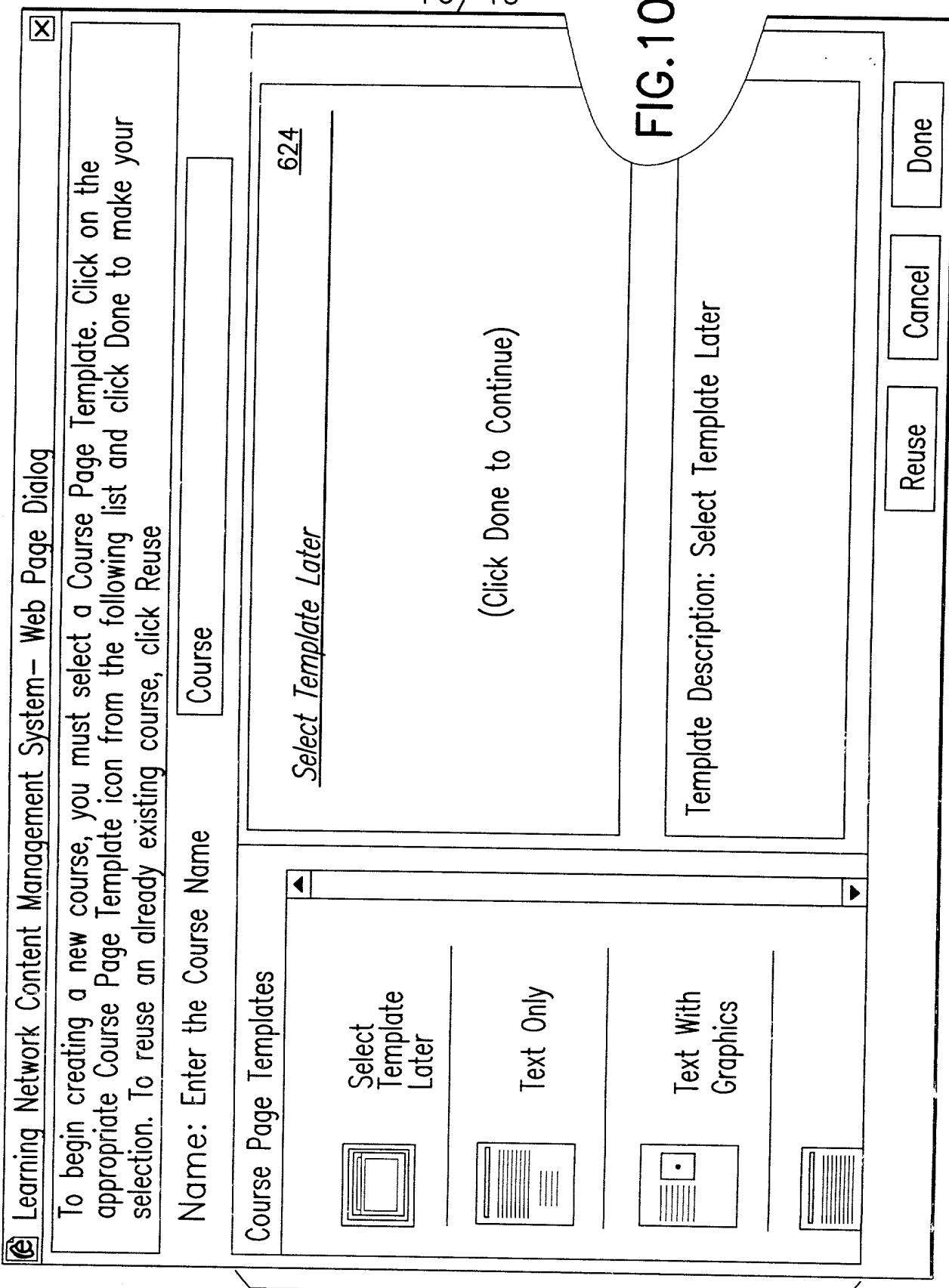


FIG. 10

630 →

Learning Network Content Management System- Web Page Dialog

Background Details: Topic1

Topic Title:

Make this a clickable topic.
(A Clickable Topic should be used when the topic will consist of only one concept page)

632 ↗

636 ↗

634 ↗

Click here to view administrative information

FIG. 11

650

CMS - Microsoft Internet Explorer

Learning Network Content Management System

	User Name: Marc Faulk	Workflow	Exit
<input type="checkbox"/> Course	<input type="checkbox"/> Detail	<input type="checkbox"/> Comments	<input type="checkbox"/> Print
<input type="checkbox"/> Topic	<input type="checkbox"/> Scope	<input type="checkbox"/> Work Pad	
<input type="checkbox"/> Concept	<input type="checkbox"/> Concept Page1		
<input type="checkbox"/> Object	<input type="checkbox"/> Course 1	<input type="checkbox"/> Topic 1	<input type="checkbox"/> Concept Page1-Text
	<input type="checkbox"/> Concept Page1	<input type="checkbox"/> Concept Page1-Text	<input type="checkbox"/> Concept Page1-T
		<input type="checkbox"/> Concept Page1-T	<input type="checkbox"/> Related Offerings

Please click the Edit button to enter or edit your text.

Concept Page

Edit

Concept Page1

A preview of this learning object is not yet available because the content for the object has not been entered. Please select Edit to continue creating the object.

Tab1 Tab2

A preview of this learning object is not yet available because the content for the object has not been entered. Please select Edit to continue creating the object.

Remove

Done

Local Internet

FIG. 12A

Learning Network Content Management System– Web Page Dialog	
Background Details: Concept Page1	
Concept Page Title:	<input type="text" value="Concept Page1"/>
	<input type="checkbox"/> This is a Child Concept Page <input type="checkbox"/> This is an invisible Child Page
	<input type="button" value="Cancel"/> <input type="button" value="Done"/>
672	▼ Click here to view administrative information
678	Owner: <input type="text" value="FA"/>
682	Created By: <input type="text" value="Marc Faulk"/>
686	Last Modified By: <input type="text" value="Marc Faulk"/>
	Business Unit: <input type="text" value="USPC"/>
	Created Date: <input type="text" value="7/30/01 3:13:10 PM"/>
	Last Modified Date: <input type="text" value="7/30/01 3:14:05 PM"/>

FIG. 12B

690

Learning Network Content Management System— Web Page Dialog

To create a new concept page, you must select a concept page template. Click on one of the concept page templates displayed below and click Done to make your selection. To reuse a concept page, click Reuse.

Name: Enter the concept page name

Concept Page Templates

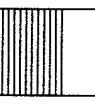
Select Template Later

694

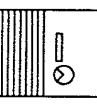
Select Template Later

(Click Done to Continue)

Text



Text With Contributor



Contributor

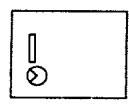


FIG. 12C

20/49

692

22/49

Learning Network Content Management System— Web Page Dialog	
<input checked="" type="checkbox"/> Special Object <input type="checkbox"/> Request Details <input type="checkbox"/> Fast Finder	<p><input checked="" type="checkbox"/> Concept Page2-Special <input type="checkbox"/> This is a context object</p> <p>To request a producer's assistance for this object, use the field below to describe the object and what you would like to create. Use this space to provide any information you feel would be useful to the producer in creating this object.</p> <p>Date <input type="text"/></p> <p style="text-align: right;">◀ ▶</p> <p style="text-align: center;">710</p> <p style="text-align: right;">710</p> <p style="text-align: right;"> <input type="button" value="Cancel"/> <input type="button" value="Submit"/> </p>

FIG. 13B

708

Learning Network Content Management System - Web Page Dialog

Object Name **Concept Page2-Special**

This is a context object

Request Details **716**

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

Fast Finder Type **Not Applicable ▶**

Keywords

Assign Keywords

Cancel Submit

23/49

FIG. 13C

717

718

24/49

Learning Network Content Management System— Web Page Dialog

Contributor

Object Name Concept Page2–Contributor

This is a context object

Audio Bio Key Learning Points Fast Finder

To add an audio file, click Add Audio and select the appropriate audio file from your media files or the general media files folder.

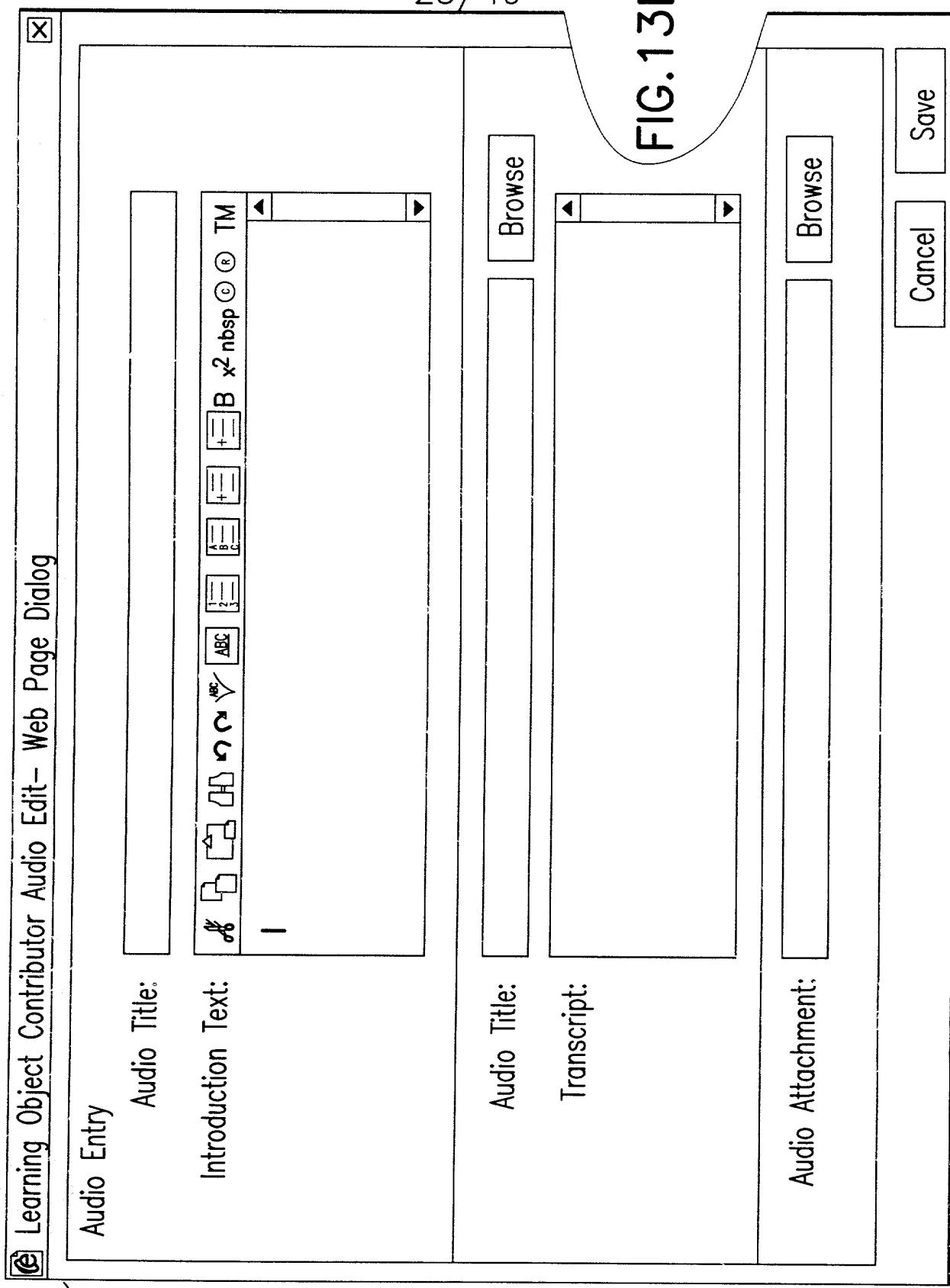
723 Add An Audio

721

722

FIG. 13D

FIG. 13E



26/49

Learning Network Content Management System— Web Page Dialog

Contributor 725

Concept Page2—Contributor
 This is a context object

Audio Bio Key Learning Points Fast Finder

To select a contributor's bio from the data base, select Browse.

Bio information:

Browse

FIG. 13F

726

Cancel Submit

27 / 49

Learning Network Content Management System – Web Page Dialog	
<input type="checkbox"/> Contributor	<input type="text" value="723A"/> <div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> This is a context object <input type="checkbox"/> Concept Page–Contributor </div>
<input type="checkbox"/> Audio	<input type="text" value="Bio"/> <div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> Key Learning Points <input type="checkbox"/> Fast Finder </div>
<p>Enter the key learning points for this contributor object in the field below.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">               </div>	
<input type="button" value="Cancel"/> <input type="button" value="Submit"/>	

727

FIG. 13G

Learning Network Content Management System - Web Page Dialog

Contributor Object Name Concept Page2-Contributor
 This is a context object

Audio Bio Key Learning Points Fast Finder

Select the Fast Finder type for this object from the list below and assign the appropriate keywords.

Fast Finder Type Not Applicable ▶

Keywords

729

730

FIG. 13H

29 / 49

Learning Network Content Management System - Web Page Dialog

Link

Object Name Concept Page2-Link

This is a context object

Link Entry Introduction Fast Finder

Click Add a Link to enter information about the course or site you would like to link to.

732 Add a Link

Cancel Submit

731

FIG. 131

Learning Network Content Management System - Web Page Dialog

<input checked="" type="checkbox"/> Link	Object Name 735	<input type="checkbox"/> This is a context object
<input type="checkbox"/> Link Entry	Introduction	Fast Finder
<p>Select a link icon from the list below. If you would like introductory text to appear before the link, enter the text in the field below.</p>		
733	Link Icon	Choose File ▶
734	Text	
FIG. 13J		
<input type="button"/> Cancel <input type="button"/> Submit		

Learning Network Content Management System - Web Page Dialog

<input checked="" type="checkbox"/>  Link	Object Name <input type="text" value="Concept Page-Link"/>
<input type="checkbox"/> This is a context object	
<input type="radio"/> Link Entry	Fast Finder <input type="text" value="736"/>
<input type="radio"/> Introduction	
If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.	
Fast Finder Type	<input style="border: none; padding: 0; background-color: inherit; color: inherit; font-size: inherit; width: 100%; height: 100%;" type="button" value="Not Applicable"/>
Keywords	<input type="text"/>
<input type="button" value="Assign Keywords"/> <input type="button" value="Cancel"/> <input type="button" value="Submit"/>	

FIG. 13K

738

Learning Network Content Management System - Web Page Dialog

Quiz

Object Name

This is a context object

Introduction Questions Summary Fast Finder

If you would like to have introductory text appear before the quiz questions, enter the introduction in the field below.

Introduction

746

748

FIG. 13L

FIG. 1 3M

752

34/49

FIG. 13N

Learning Network Content Management System - Web Page Dialog

Object Name Concept Page-Quiz

758 This is a context object

Introduction Questions Summary Fast Finder

If you would like summary text to appear after the quiz, enter the summary text in the field below.

Summary

Cancel Submit

35 / 49

 Quiz <input checked="" type="checkbox"/> Learning Network Content Management System - Web Page Dialog	Object Name Concept Page-Quiz <input type="checkbox"/> This is a context object
<input type="radio"/> Introduction <input type="radio"/> Questions <input type="radio"/> Summary <input type="radio"/> Fast Finder	
<p>If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.</p>	
<p>Fast Finder Type <input type="radio"/> Not Applicable ▶</p>	
<p>Keywords</p>	
<input type="button" value="Assign Keywords"/> <input type="button" value="Cancel"/> <input type="button" value="Submit"/>	

FIG. 130

761

762

FIG. 13P

Learning Object	Question	Edit-	Web Page	Dialog
Question	Attachment	Media		
Question Type:	Multiple Choice			
Question:				
<input type="radio"/> Correct Response				
Response 1:				
Feedback 1:				
<input type="button" value="Remove Response"/>				
<input type="button" value="Cancel"/> <input type="button" value="Save"/>				

Learning Object Question Edit- Web Page Dialog

Question	Attachment	Media
----------	------------	-------

Question Type: True/False

Question:

Response 1:
Feedback 1:

Correct Response
True

Response 2:
Feedback 2:

Correct Response
False

Cancel Save

FIG. 13Q

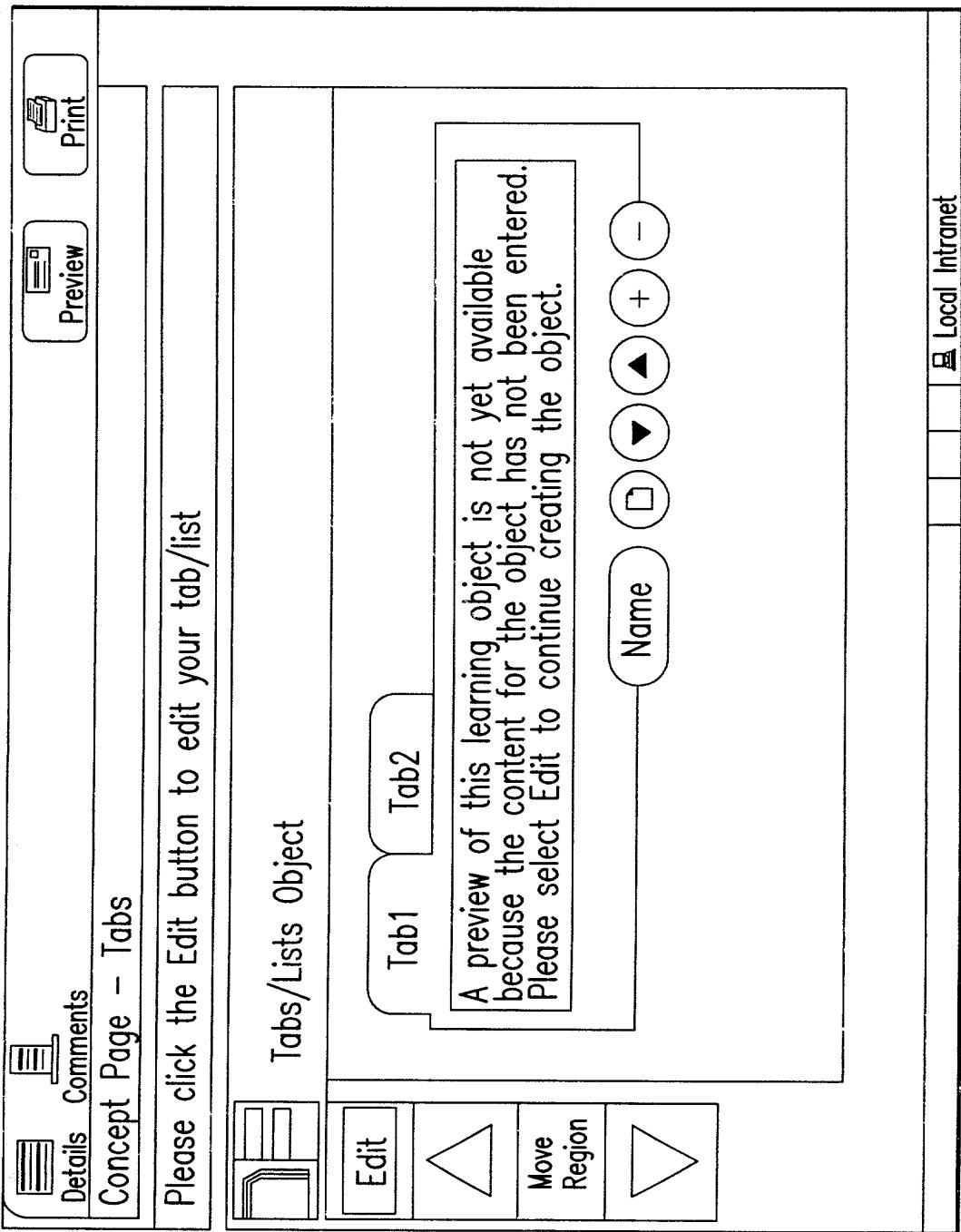


FIG. 13R

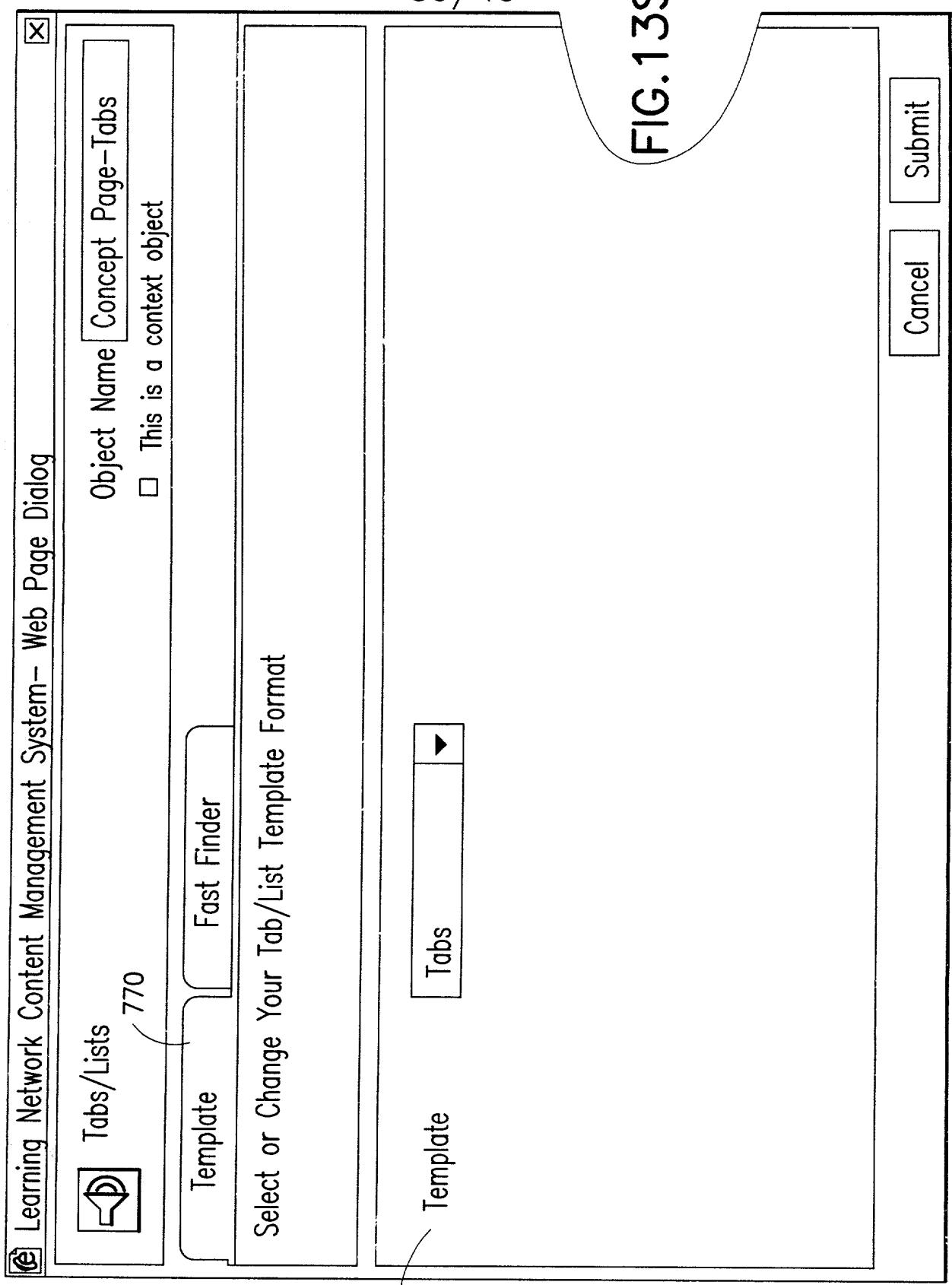


FIG. 13S

40/49

Learning Network Content Management System – Web Page Dialog

Tabs/Lists

Object Name Concept Page-Tabs

This is a context object

Template Fast Finder 774

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

776 Fast Finder Type Not Applicable ▶

778 Keywords

Assign Keywords

Cancel Submit

FIG. 13T

Learning Network Content Management System - Web Page Dialog

Object Name Concept Page-Text

This is a context object

Text Object

Text Image Attachment Fast Finder

Enter the text for this object in the field below.

Text

Text Editor Tools:

41 / 49

FIG. 13U

780

782

Cancel Submit

Learning Network Content Management System - Web Page Dialog

Text Object 784

Text Image Attachment Fast Finder

If you would like to add an image to this object, select Browse to locate an image.

Image 792

Orientation ▶

Object Name Concept Page-Text
 This is a context object

42 / 49

Browse 786

Cancel Submit

FIG. 1 3V

Learning Network Content Management System - Web Page Dialog

Object Name Concept Page-Text

This is a context object

788

Text Object

Text Image Attachment Fast Finder

If you would like to add an attachment to this object, select Browse to locate the attachment.

Attachment

Browse

790

43/49

Cancel Submit

FIG. 13W

820

45/49

Name	Type	Workflow	Last Action	Review
Service Conversations	Course	Development	No Action	No Action
Introduction to Service Standard	Topic	Development	No Action	No Action
Service Standard	Concept Page	Development	No Action	No Action
What is meant by Service Standard–Text	Learning Object	Development	No Action	No Action
Components of Service Standard	Concept Page	Development	No Action	No Action
Components of Service Standard–Text	Learning Object	Development	No Action	No Action

FIG. 14A
FIG. 14B

FIG. 14A

FIG. 14

Components of Service Standard–Tabs	Learning Object				
Implementing Service Standards	Topic	Development			No Action ▶
Guide to Service Standard Implementation	Concept Page	Development			No Action ▶
Guide to Service Standard Implementation–Text	Learning Object	Development			No Action ▶
Guide to Service Standard Implementation–Tabs	Learning Object	Development			No Action ▶
Service Conversations	Topic	Development			No Action ▶
Conversations that add Value	Concept Page	Development			No Action ▶
<input type="button" value="Cancel"/> <input type="button" value="Submit"/>					

FIG. 14B

870

<input type="checkbox"/>	Learning Network Content Management System – Microsoft Internet Explorer	<input type="checkbox"/> X		
 Learning Network Content Management System				
Home	Search	Log Out		
Users	Curriculum	Taxonomy	Search/Expire	Files

Taxonomy Maintenance

Category 872

Curriculum FA ▲

Select Subject Area for FC Curriculum

Leadership and Personal Development

Add Financial Planning
Remove Portfolio Management
Products and Services
Managing Technology ▶

874

Submit

FIG. 15A
FIG. 15B

FIG. 15A
FIG. 15

Curriculum	Core Category	Subject Area
FA	Business	Financial Planning
	Business	Portfolio Management
	Business	Products and Services
	Business	Sales and Marketing
	Business	Wealth Management
		876
FA	Professional Development	Leadership and Personal Development
		Technology
FA	Technology	

FIG. 15B

900

49 / 49

CMS – Microsoft Internet Explorer

Learning Network Content Management System

User Name: Marc Faulk

Workflow

Exit

Detail Comments

Print

Preview

Welcome to the CMS course building tool

Table of Contents

Here you will find the tools necessary for creating online content.

Before you begin, you will want to familiarize yourself with the components that make up a course, they are:

- Learning Objects
- Concept Pages
- Topics

These components are building blocks that, when put together, create a course.

Course

Topic

Concept

Object

Remove

Done

Local Intranet

904

906

908

910

912

914

902

918

Work Pad

Scoops

Service Conversations

Introduction to Service Standard

Components of Service Standard

Implementing Service Standard

Guide to Service Standard

Service Conversations

Conversation that add Val

Summary

Key Learning Points

FAQs on Service Conversat

Take Action

How are you doing?

Related Offerings

FIG. 16